

CLAIMS

What is claimed is:

1 1. A method for providing print quality support to a device user, the
2 method comprising:
3 presenting a link to print quality support in a device driver user interface; and
4 providing print quality support information to the user when the link is selected
5 by the user.

1 2. The method of claim 1, wherein presenting a link comprises presenting a
2 hyperlink to a network file.

1 3. The method of claim 2, wherein presenting a hyperlink to a network file
2 comprises presenting a hyperlink to at least one of a web document, a web site, and a
3 web page.

1 4. The method of claim 1, wherein presenting a link comprises presenting a
2 link in association with a color tab of the device driver user interface.

1 5. The method of claim 1, wherein providing print quality support
2 information comprises providing print quality support information in a network browser
3 that retrieves the support information from a network.

1 6. The method of claim 1, wherein providing print quality support
2 information comprises providing print quality support information retrieved from a web
3 server by an Internet browser via the Internet.

1 7. The method of claim 1, wherein providing print quality support
2 information comprises presenting information regarding at least one of proper device
3 operation and troubleshooting tips.

1 8. A system for providing print quality support to a device user, the system
2 comprising:
3 means for controlling a peripheral device from a user computer;
4 means for interfacing with the means for controlling; and
5 means, included within the means for interfacing, for presenting print quality
6 support information obtained via a network.

1 9. The system of claim 8, wherein the means for controlling comprise a
2 peripheral device driver that executes on the user computer.

1 10. The system of claim 8, wherein the means for interfacing comprise a
2 device driver user interface that is presented to the user in a display of the user
3 computer.

1 11. The system of claim 8, wherein the means for presenting print quality
2 support information comprise a hyperlink to a network file.

1 12. The system of claim 11, wherein the means for presenting print quality
2 support information further comprise a network browser with which the information
3 may be viewed.

1 13. The system of claim 8, wherein the means for presenting print quality
2 support information comprise means for presenting information regarding at least one of
3 proper device operation and troubleshooting tips.

1 14. A system stored on a computer-readable medium, the system comprising:
2 logic configured to operate and control a peripheral device;
3 logic configured to support interaction between a user and the logic configured
4 to operate and control; and
5 logic configured to enable provision of information regarding print quality issues
6 retrieved from a network, the logic configured to enable provision of information being
7 contained within the logic configured to support interaction.

1 15. The system of claim 14, wherein the logic configured to operate and
2 control comprises a peripheral device driver.

1 16. The system of claim 14, wherein logic configured to support interaction
2 comprises a device driver user interface.

1 17. The system of claim 14, wherein the logic configured to enable provision
2 of information comprises a hyperlink to a network file.

1 18. The system of claim 17, wherein the logic configured to enable provision
2 of information further comprises a network browser.

1 19. A peripheral device driver user interface, the interface comprising:
2 a window that is viewable in a computer display;
3 information and options associated with the peripheral device and its operation
4 presented within the window; and
5 a link to network-accessible print quality support information that aids a user in
6 identifying the cause of a print quality problem.

1 20. The interface of claim 19, wherein the link comprises a hyperlink to a
2 web file.

1 21. The interface of claim 20, wherein the hyperlink is associated with a
2 color tab presented in the window.

1 22. The interface of claim 19, wherein the link is configured to take the user
2 to information regarding at least one of the proper operation of the peripheral device and
3 how to troubleshoot print quality problems.